



DEPARTMENT OF THE NAVY
OFFICE OF THE CHIEF OF NAVAL OPERATIONS
2000 NAVY PENTAGON
WASHINGTON, DC 20350-2000

OPNAVINST 4650.16
N41
2 Mar 04

OPNAV INSTRUCTION 4650.16

From: Chief of Naval Operations
To: All Ships and Stations (less Marine Corps field
addressees not having Navy personnel attached)

Subj: GOVERNMENT TRAVEL CHARGE CARD (GTCC) OVERSIGHT AND
MANAGEMENT POLICY

Ref: (a) DoD 7000.14-R, FMR Volume 9 Chapter 3 of Sep 2000
(b) DON EBUSOPSOFFINST 4650.1 (NOTAL)

Encl: (1) Quarterly GTCC Management Report to Commanding
Officer

1. Purpose. To establish policy and responsibilities for effective management and oversight of the Government Travel Charge Card (GTCC) Program.

2. Discussion. Reference (a) provides policy for the issuance and use of the GTCC for Department of Defense (DoD) personnel. Reference (b) outlines policies and procedures for the administration and management of the GTCC program for the Department of the Navy (DON) (website: www.don-ebusiness.navsup.navy.mil).

3. Background. The travel card program facilitates and provides standards for a safe, effective, convenient, commercially administered method for Navy travelers to pay expenses incurred during official travel. The program is designed to improve cash management and reduce administrative burden. Additionally, prompt payment by the cardholder results in direct cash rebates to DON. The program supports the use of a variety of card types to meet the specific needs of the components to include: individual restricted and unrestricted and centrally billed accounts (CBA).

4. Scope. This instruction applies to all active and reserve Navy components using the GTCC.

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5. Policy. Government travel cards will be issued to all personnel who meet the frequent traveler criteria outlined in reference (a). Restricted cards will be issued to qualifying personnel who refuse a credit check or where a credit check reveals that special measures are necessary to limit credit risk. The travel card will be used for official travel expenses incident to orders with the exception of permanent change of station (PCS) orders. Whenever possible, the cards of personnel not in a travel status will be deactivated until 1 week prior to their next period of travel and deactivated again upon their return. GTCC programs will be managed in accordance with procedures provided in reference (b). Comprehensive training, effective management controls and oversight, and appropriate disciplinary action for abuse are integral to ensure maximum benefits of the program to the Navy.

6. Responsibilities

a. Chief of Naval Operations (CNO) (N41) will:

(1) Act as the CNO staff point of contact for GTCC. CNO (N41) will coordinate with the DON eBusiness Operations Office and the Major Claimants to provide oversight and direction and to ensure the program is fully executed.

(2) Coordinate with the DON eBusiness Operations Office to develop standardized metrics for important management pulse points of the GTCC program.

(3) Issue corrective action to Major Claimants.

b. Major Claimants will

(1) Establish a GTCC organization within Headquarters that provides GTCC management oversight for the claimancy.

(2) Disseminate current GTCC guidance and information throughout the claimancy including the latest policies, procedures, standards, and mandates established by DoD, DON, Federal regulation, and/or the laws that pertain to travel card use and management.

(3) Institute management controls using standardized metrics to ensure training, delinquency, and other management goals that limit opportunities for abuse are met throughout the claimancy.

(4) Develop a corrective action plan when delinquencies for the claimancy exceed the established goal.

c. Commanders, commanding officers, officers in charge

(1) Establish local practices to ensure compliance with procedures provided in reference (b).

(2) Provide management oversight necessary to minimize/eliminate delinquencies and abuse.

(3) Discipline personnel that abuse the travel card program.

(4) Ensure that Agency Program Coordinators (APCs) and cardholders receive, at a minimum, the required initial and annual refresher training provided by the DON eBusiness Operations Office or other qualified source.

d. Agency Program Coordinators

(1) Brief the commanding officer at least quarterly on the status of your program using the format in enclosure (1). Retain the form with the commanding officer's initials for 36 months for audit purposes.

(2) Disseminate GTC policy and procedure information and provide necessary oversight to ensure compliance with directives throughout the activity.

(3) Schedule initial and annual refresher training for activity personnel and attend training as required.

(4) Document all cases of abuse and delinquency and the actions taken to remedy the situation to include Non-Judicial Punishment and collection activity. Retain documentation for 36 months.

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(5) Activate and deactivate cards as necessary to reduce the opportunity for abuse and/or misuse.

(6) Ensure accurate and timely update to the Electronic Account Government Ledger System (EAGLS) database to reflect current personnel assigned and their status.

e. Individual Cardholders

(1) Attend initial and annual refresher training provided by the DON eBusiness Operations Office.

(2) Comply with all policies and procedures outlined in reference (b).

7. Report. Reporting requirement contained in enclosure (1) is exempt from reports control by SECNAVIST 5214.2B.

C. W. MOORE, JR.
Vice Admiral, U.S. Navy
Deputy Chief of Naval
Operations (Fleet Readiness and
Logistics)

Distribution:
SNDL Parts 1 and 2

Quarterly GTCC Management Report to Commanding Officer

1. _____ (Command Name) supports _____
(number of accounts). _____ of these accounts are active.

2. _____ percent of the accounts are in a delinquent status
(payment past due 60+ days) with a total delinquent dollar value
of _____. This value represents _____ percent of
current unpaid charges.

3. List the names of delinquent cardholder accounts (in the
order of highest dollar value) and the measures taken to resolve
them.

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

4. Number of active accounts with less than 4 incidences of
travel in last 12 months _____

5. Number of personnel with a credit limit above the threshold

List personnel holding these accounts:

Use additional pages as necessary.

6. Number of restricted cards _____

7. Number of restricted cards with an increased threshold

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8. Number of personnel designated in mission critical status

a. Number of these accounts delinquent_____

b. Value of these delinquencies _____

9. Abuse/misuse management:

a. Number of accounts that showed suspect activity on the Misuse and Abuse Management Program (MAMP) report distributed by the DON e-Business Office _____

b. Number of transactions that were not valid after further investigation _____

c. Names of personnel involved in invalid transactions:

10. Readiness impact:

a. Number of cards cancelled as a result of non-payment or abuse _____

b. Number of personnel on Reduced Payment Plan_____

c. Number of personnel on Salary Offset_____

d. Number of cards within three months of expiration_____

11. The following personnel are the Agency Program Coordinators (APCs):

a. Number of designation letters on file _____

b. POC information last audited on _____

- c. The oldest training date on file for any of the APCs is _____
- d. The average number of accounts per APC is _____
12. An audit of the EAGLS database was conducted on _____ to validate that records reflect only personnel assigned to the command and Point of Contact information was recorded correctly.
13. Check-in Procedures:
- a. Number of newly reported personnel (since last quarter) with travel cards _____
- b. Number of newly reported personnel signatures on file that have received GTCC responsibility training _____
Number of personnel reporting with a GTCC in delinquent status _____ and value of these delinquencies is _____
14. Check-out Procedures:
- a. Number of personnel detaching the command with travel cards _____
- b. Number of these cards deactivated _____
- c. Number of personnel detaching with a GTCC in delinquent status _____ and value of these delinquencies is _____
15. Travel Claim Management: (coordinate response with disbursing/PSD)
- a. Number of Temporary Duty (TDY) travel claims received for processing _____
- b. Number of TDY travel claims with split disbursement option selected _____
- c. Number of TDY travel claims settled in excess of 30 days _____

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d. Number of TDY travel claims submitted in excess of 5 days after the last day of travel _____

16. Number of personnel with travel cards that are within 90 days of their end of active obligated service _____

a. Number of these accounts deactivated _____

b. Number of these accounts cancelled _____

c. Number of personnel leaving the service from this Command with open (either active or inactive) accounts
